Term billing — 508 accounts, 89 credit notes

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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School meals, boarding, credit notes and measured reminders · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **No amount comes out of the agent without the resolution, scale or tariff that founds it, with its date. Issuing the invoice is an act of the authorising officer and recovery an act of the public accountant: the functions of authorising officer and public accountant are incompatible — Article 9 of Decree no. 2012-1246 of 7 November 2012.**

The 508 accounts of the term

Regime	Accounts	Tariff applied	Source of the tariff
School meals at the flat rate	331	Termly flat rate	Governing board resolution of 14 October, line 2
School meals per ticket	81	Price per meal × meals taken	Resolution of 14 October, line 3 · catering service tally
Boarding	96	Termly boarding flat rate	Resolution of 14 October, line 5

Regime	Accounts	Tariff applied	Source of the tariff
Total	**508**	—	**412 on school meals and 96 boarders**

The 89 credit notes of the term

Ground	Credit notes calculated	Applied	What each credit note carries
Work placement	**34**	**34**	**Exact period, ground accepted, line of the resolution that opens it**
School trip or journey	26	26	Same
Health-related absence of more than a week	**19**	**19**	**Same, with the date of the certificate received**
Change of regime mid-term	10	10	Same
Total	**89**	**89**	**0 forgotten — against 31 out of 74 last year**

Measure	Last year	This term
Credit notes due and not applied	**31 out of 74**	**0 out of 89**
Amount left with the families	**€2,180**	**€0**
Complaints about an unapplied credit note	**31**	**0**

> **The discrepancies the agent could not settle are listed separately, never guessed: 4 accounts this term — two changes of regime mid-term and two absences whose certificate arrived after closing. The documents are assembled, the business office settles all 4 in ten minutes.**

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The time a billing campaign takes

Step	By hand	With the agent	What is left to the business office
Taking regimes and tariffs across 508 accounts	9 h	**1 h 30**	Check three accounts at random
Finding and calculating the credit notes	**8 h**	**1 h 20**	**Settle the listed discrepancies**
Checking and issuing the invoices	5 h	**1 h 30**	The check remains whole
Corrections after complaints	2 h	**28 min**	—
Total per campaign	**24 h — 100 %**	**4 h 48 — 20 %**	**57 hours given back over the year's 3 campaigns**

Reminders — the same letter asks for the money and offers the support

What the reminder carries	Where it comes from	Why
The exact breakdown — period, tariff, credit notes already deducted, balance outstanding	**The family's account and the resolution of 14 October**	**A family who contests contests figures they can redo**
The instalment plan offered	**Costed on the real debt: three instalments, four, or deferral to the new school year**	**A plan offered is worth more than a plan asked for**
The hardship fund reminder and its form	**Where the ratio the family declared is below the threshold voted on 14 October**	**The school offers the entitlement it created itself**

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What the reminder carries	Where it comes from	Why
A named contact at the school, with a time slot	Slots declared by the business office	**The reminder names the amount, not the family**

Measure	Last year	This year
Reminders sent	**612**	**640**
Families signposted to the hardship fund by the reminder	**0**	**118**
Hardship fund applications filed	—	**71**
Support decided by the committee	—	**58**
School-charge arrears at 31 August	**€26,300**	**€11,400**
Enforcement referrals to the public accountant	**34**	**9**

A letter or reminder goes from 40 % to 10 % of the task's time — from 8 minutes to 2 minutes. Over the year's 2,840 letters, that is 284 hours given back — more than eight weeks of work on the statutory basis of 35 hours. And the school recovers more while pursuing less.

Mandate to settle instalment plans — ceiling amount, maximum instalments, review date: _____

Campaign checked and settled by (name, role, date): _____

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